

## Legislation Text

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Director of Healthcare Operations Report - Burke

### **FQHC Healthcare Operations Metrics Dashboard**

See attached.

### **New Client Wait List**

As of June 18, 2024, there are 2,279 individuals on our general medicine new client waitlist, 2,170 adults and 109 pediatrics. These individuals are looking to establish care in our following health centers:

- Belvidere Medical Building: 40%
- Grand: 29%
- Midlakes: 14%
- Libertyville: 5%
- Zion: 5%
- North Shore: 4%
- North Chicago: 3%

Since the June 11, 2024, report to the Governing Council, the new client wait list has been reduced by 531 individuals, 490 adults and 41 pediatrics. There are currently 125 new patient appointment slots per week.

### **Staffing Update**

Open positions:

- Patient Access Center Clerk: 1
- Health Center Clerk: 1
- APRN/MD/DO: 7
- Practice Manager: 1
- RN Manager: 2
- Staff LPN/RN: 1
- FQHC Therapist: 3 (out of 7)
- FQHC Psychiatrist: 2 (PT)
- Dietitian: 3
- Dental Hygienist: 3
- Referral Specialist: 1
- Insurance Navigator: 1
- Business Manager: 1
- Executive Assistant: 1

### **Federal Tort Claims Act (FTCA) application for 2025**

The FTCA application for calendar year 2025, which is the malpractice coverage for the FQHC, was completed and submitted on June 24, 2024.

None, for information only.